

ATTACHMENT B
Form 500 Paper Copy and Filing Instructions

IMPORTANT: This paper version of the Form 500 should only be used if you are unable to use the electronic version of the Form. Cable Operators unable to use the electronic version provided by the Cable Division should first contact the Cable Division prior to the due date. The form 500 is due on January 31st of each year. This filing should contain data compiled during the previous calendar year.

Cable Operators who have received approval for filing on paper should follow the instructions listed below:

- A. Provide the following data regarding the Filing:
 - 1. Filing year
 - 2. Town/City for which this form is being filed.
 - 3. The number of subscribers within the filing area
- A. Provide the following data regarding the Cable Operator
 - 1. Cable Operator Name
 - 2. Cable Operator's Address, City, State and Zip Code.
 - 3. Cable Operator's Telephone and Email address (for Form 500 purposes), if applicable.
 - 4. Cable Operator contact person (i.e., the person responsible for the preparation of this filing).
 - 5. Telephone number which consumers may call to register complains with the operator.
- A. Provide the following data, for each for each type of complaint listed, for each municipality:
 - 1. Total number of complaints of this type for the filing period. Please note that the filing period is annual.
 - 2. The average number of subscribers affected by this type of incident/complaint within the filing period, if applicable (this refers specifically to service interruptions, but may apply to complaints categorized as "Other").
 - 3. Average time to resolve complaints of this type during the filing period. Please enter the code that represents the correct average time from the box at the top of the form. Enter only one code for each complaint type.
 - 4. Manner of Resolution. The letters listed correspond to a complaint type in the "Codes for Manner of Resolution" box above. Please report the number of complaints resolved in the manner indicated by each letter.
- A. Provide Service Interruption Data
 - 1. Enter the municipality, year of filing, and Number of Subscribers
 - 2. Enter the date the service interruption began
 - 3. Enter the Average Resolution Time and the number of subscribers affected

Completed forms should be sent to:

Massachusetts Department of Telecommunications and Energy
Cable Television Division

One South Street
Boston, MA 02110